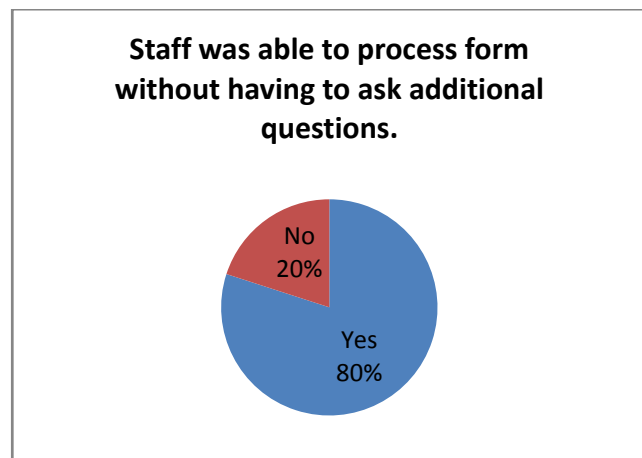
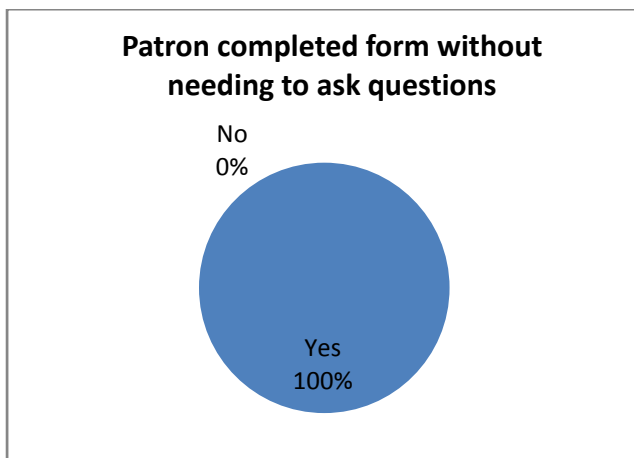




New Card Application Usability Studies

On Tuesday, June 16, 2009, staff at Shawnee Library tested the new card application with patrons. They gave the new application form to 10 patrons—which is far more than what is normally needed for a usability study, and the results were extremely successful.

- 100% of the patrons in the study could complete the form without needing to ask questions.
- Only twice during the 10 studies did staff need to clarify information in order to process the form. Once staff need to clarify information because the patron was reticent to complete the form, and once because the patron's handwriting needed clarification.



Additional questions, comments or problems reported by staff:

- Should we enter the e-mail address in the address field if they are requesting phone notification?
- This young patron completed the form with help from Mom--the Mom had no questions for us
- Parent's e-mail, child's card. Which PIN for newsletter?
- Didn't know what PIN meant
- Patron checked under 16 when they weren't

Thanks to Shawnee staff for serving at the test site!